



CITY OF HOT SPRINGS, ARKANSAS

Job Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described.

Dispatcher I

Department	Police – Communications
Pay Grade	12
FLSA Status	Non-Exempt
Safety Sensitive	Yes

JOB SUMMARY

Answers all 9-1-1 calls originating within the city of Hot Springs. Performs dispatches of fire and police personnel as well as the dissemination of information from various Criminal Justice agencies. Provides good customer service to both internal and external customers; maintains positive and effective working relationships with other city employees (especially members, of his or her own team); and maintains regular and reliable attendance that is non-disruptive.

ESSENTIAL JOB FUNCTIONS

- Learns the basic operations of a communications console and related telecommunication equipment related to police and fire dispatch.
- Learns the procedures for disseminating all 911 calls, including the ability to deal with callers that are irate, intoxicated, obscene, suicidal, or mentally impaired. Operates the 911 computer and mapping system in order to locate caller's exact locations, and transfers them to the appropriate agency if applicable.
- Dispatches and monitors all radio traffic generated by police personnel related to calls for service as well as self-initiated activity, including using alert tones and directing the net during emergency situations, and the ability to differentiate between emergent and non-emergent calls. Runs checks on vehicles, articles, and wanted persons on both in house and ACIC computer systems.
- Dispatches and monitors all radio traffic generated by fire personnel related to calls for service and self-initiated activity. This includes alert tones, hydrant locations, scene times, as well as the ability to contact outside agencies such as Entergy for assistance.
- Monitors a city-wide radio channel for any emergency transmissions by city employees other than police and fire personnel, then dispatches aid in cases of an actual emergencies.
- Answers the Police Department Business lines. This responsibility requires transferring of calls from outside agencies or departments. Answers questions of a civil nature, handle irate,

intoxicated, obscene, and possibly suicidal callers at virtually the same time. Also, answers questions on a variety of topics and/or retrieve the information with regards to special events, weather, other agencies, business, and address locations.

- Applies the proper procedure for utilizing all aspects of the Arkansas Crime Information Center System with regards to entry, validating, and storage of all information.
- Maintains a working knowledge of all informational logs and books stored within the dispatch center. These include but are not limited to the position log, after hours call out book, criminal history dissemination log, extra patrol log, house watch log, dispatch memo book, and officer briefing clipboard.
- Maintains knowledge of the basic geographical layout of the city including important landmarks.
- Displays the ability to hear and comprehends information in a noisy environment.
- Speaks plainly and clearly during high stress incidents.
- Utilizes a mapping program to identify the location of gunfire and effectively coordinate a police response to that location.
- Receives alerts of potential vehicles of interest from the LPR system. Cross references this information to our local and NCIC systems to determine the validity of the alert, then dispatches assets to the area to investigate.
- Manages a separate interactive mapping system that provides location data of all City of Hot Springs assets containing a Motorola radio. Utilizes this location service to dispatch appropriate police response based on proximity to the incident. Monitors officers' exact locations during an emergency button activation to direct the closest back up units to aid in the event.
- Accurately queries information from the district court computer system; identifies active warrants, then serves and removes the warrant from the system.
- Attends annual training and continuing education.
- Act as a liaison with other agencies on warrants and matters occurring outside of city limits.
- Contacts wreckers and provides towing information for subjects who had vehicles towed.
- Performs any other related duties as required or assigned.

Supervision Received:

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

Supervision Exercised:

None.

QUALIFICATIONS**Education and Experience:**

High school diploma or equivalent, plus specialized schooling and/or on the job education in a specific skill area; e.g., data processing, clerical/administrative, equipment operation, etc.; and

two (2) years related experience and/or training, and one (1) to six (6) months related management experience; or an equivalent combination of education and experience.

Licenses or Certifications:

Must complete APCO PST1 (minimum standards) to be compliant with the state minimum standard for dispatchers.

Must complete specialized training in the area of Law Enforcement dispatch to complete basic dispatch training.

Must complete specialized training in the area of Fire Dispatch to complete basic dispatch training.

Must complete and be proficient in NIMS 100, 200, and 700 within six (6) months of hire date.

Must be able to complete basic dispatch training within six (6) months of hire date.

Must be able to obtain ACIC level one and two certifications within six (6) months of hire date.

Must possess a valid Arkansas driver's license.

Must display effective oral and written communication skills.

Must have a minimum score of 70% on most recent monthly dispatch evaluation.

Must show the ability to multitask and perform duties in a high stress environment.

Must display a basic grasp of the radio system, radio computer, computer aided dispatch system, mapping computer, ACIC system, 911 Computer, telephone system, TTY through 911 equipment, citrix, and fire house systems.

Must have the ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Must complete a final oral board with trainer and dispatch supervisor.

Knowledge, Skills and Abilities:

- Knowledge of Microsoft Word, Excel, PowerPoint, and other similar programs.
- Ability to use computers for data entry, word processing, and accounting purposes.
- Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.
- Ability to utilize common sense understanding in order to carry out written, oral, or diagrammed instructions.
- Ability to deal with problems involving several known variables in situations of a routine nature.

PHYSICAL/MENTAL DEMANDS

While performing the functions of this job, the employee is continuously required to sit, use hands to finger, handle, feel, talk, or hear; frequently required to reach with hands and arms; and occasionally required to walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.

EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge receipt of the job description and certify that I am able to perform the essential duties and responsibilities of this position and that I meet the qualification requirements stated herein. I acknowledge that in addition to the duties outlined above, I may be required to perform additional duties not specifically spelled out in this job description.

Employee Signature

Date

The information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, environmental conditions, or qualifications required of employees assigned to this job, and does not in any way represent a contract of employment.

The City of Hot Springs is an Equal Opportunity Employer and will not knowingly permit discrimination in hiring, promotion, or other conditions of employment with regard to race, color, religion, sex, age, disability, veteran status, marital status, ethnicity, pregnancy, sexual orientation, or national origin.